

# Active Customer Care

Our commitment.  
Your success.



Customer Care Packages (CCPs) bundle Product Care and Customer Care together to ensure you achieve maximum value from your investment. When you buy a CCP from Leica Geosystems, you have peace of mind that nothing stands between you and your productivity because our global network of professional support and service teams support you however needed.

It does not matter if you have a big team or a small one or whether your employees are experienced or new. Whether you have complex projects or simply want to optimise basic daily tasks, Leica Geosystems' Active Customer Care has a package for every customer. From basic to advanced requirements, we commit to stand behind you.

[leica-geosystems.com](http://leica-geosystems.com)



- when it has to be **right**

**Leica**  
Geosystems



# Customer Care Packages

## Our offering. Your choice.

**BASIC** CCP»»    **BLUE** CCP»»    **BRONZE** CCP»»    **SILVER** CCP»»    **GOLD** CCP»»

	BASIC CCP»»	BLUE CCP»»	BRONZE CCP»»	SILVER CCP»»	GOLD CCP»»
Customer Support	■	■	■	■	■
Software Maintenance	■	■	■	■	■
Annual Service		■		■	■
Extended Warranty			■	■	■
Discounted Loan Equipment		25%		50%	FOC



### Customer Support

- Priority & specialist technical support
- Free online training



### Software Maintenance

- Firmware/software updates
- Performance improvements
- Application improvements
- New software features



### Annual Service

- At any of our certified locations across the UK
- Fully accredited



### Extended Warranty

- Security for unforeseen failures
- Avoid unplanned costs including parts (subject to terms)



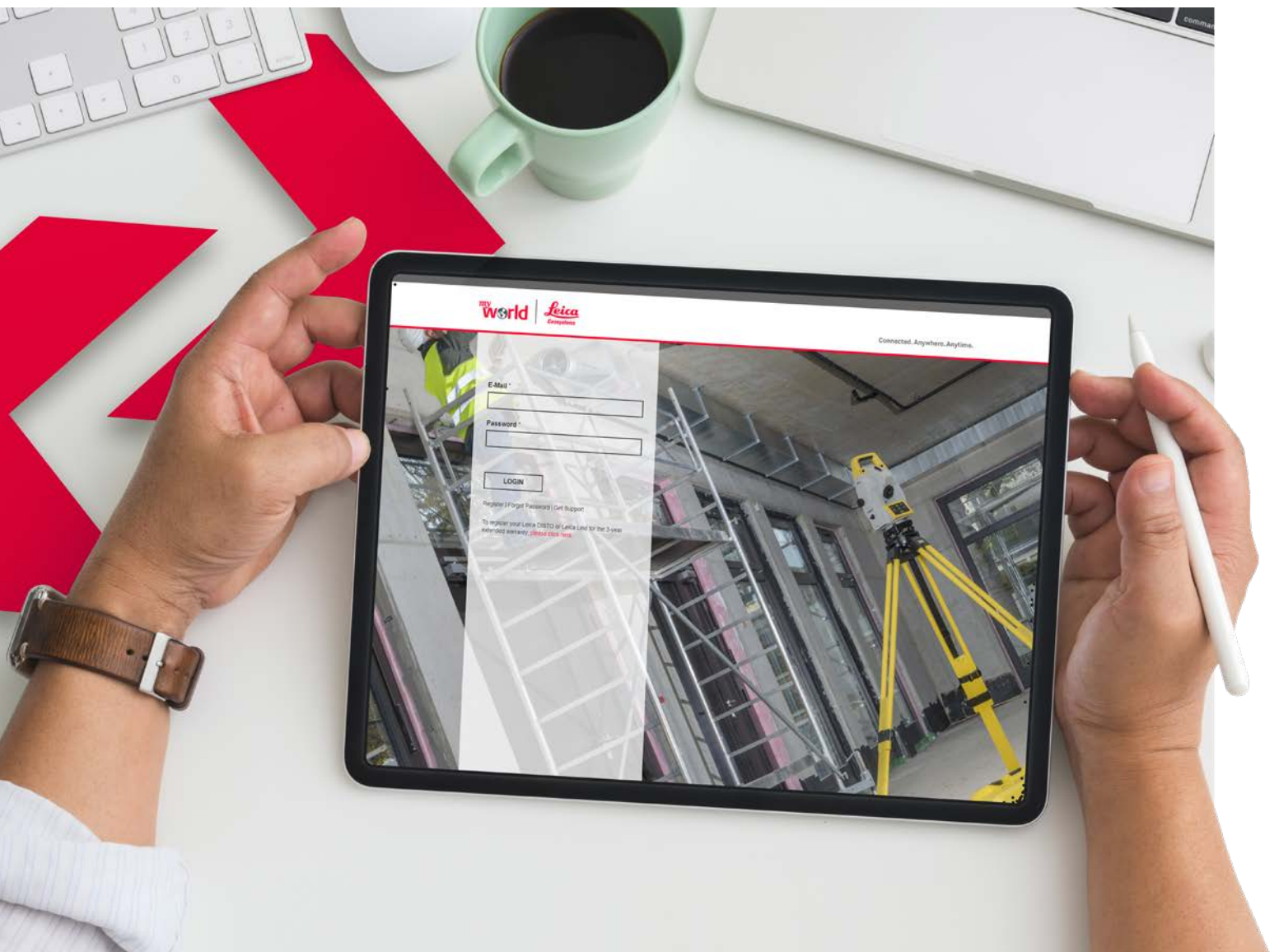
### Discounted Loan Equipment

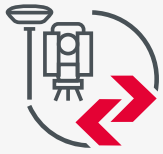
- Avoid downtime during service period

# myWorld Customer Portal Connected. Anywhere. Anytime.

Stay connected - wherever you are and at any time. Through our customer portal, myWorld, you can access all the information needed for a successful operation: product news and updates, user manuals, new software releases, training, support and other services to keep your equipment and teams running. Detailed information on individual products and their service history aids in maintaining their value while enabling maximum efficiency and productivity.

Additionally, myWorld offers training and support for your employees to ensure they stay up to date with new products and product features, utilising them properly daily to support smooth operations.





## myProducts

**Benefit by staying up to date and getting the most out of your products.**

- View detailed information about your products (available options, licenses, CCPs, etc.).
- Stay up to date with the latest documentation and software updates.



## myService

**Profit from an overview on service cases that allows you to plan equipment availability.**

- Have instant access to the status of current service cases
- View the complete service history of your products.



## mySupport

**Professional support at your convenience enables you to maintain maximum productivity.**

- Create support cases online that are answered by skilled professionals.
- View the complete history of your support cases.



## myLearning

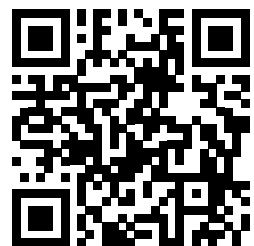
**Increase your product knowledge and productivity.**

- Benefit from online training courses to learn more about your products.
- Keep up to date with the latest information on your products.



Register today at [myworld.leica-geosystems.com](https://myworld.leica-geosystems.com)

Some features may not be available in all markets.



## Leica Geosystems - when it has to be right

Revolutionising the world of measurement and survey for nearly 200 years, Leica Geosystems, part of Hexagon, creates complete solutions for professionals across the planet. Known for premium products and innovative solution development, professionals in a diverse mix of industries, such as aerospace and defence, safety and security, construction, and manufacturing, trust Leica Geosystems for all their geospatial needs. With precise and accurate instruments, sophisticated software, and trusted services, Leica Geosystems delivers value every day to those shaping the future of our world.

Hexagon is a global leader in sensor, software and autonomous solutions. We are putting data to work to boost efficiency, productivity, and quality across industrial, manufacturing, infrastructure, safety, and mobility applications.

Our technologies are shaping urban and production ecosystems to become increasingly connected and autonomous – ensuring a scalable, sustainable future.

Hexagon (Nasdaq Stockholm: HEXA B) has approximately 20,000 employees in 50 countries and net sales of approximately 3.8bn EUR. Learn more at [hexagon.com](https://hexagon.com) and follow us @HexagonAB



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